

2008 City of Memphis Poll

Interviewing Questionnaire

November 19, 2007

Hello, my name is _____ and I work for Yacoubian Market Research of Memphis. We are conducting our yearly poll for the City of Memphis and would like to know how you feel about major issues and the services the City provides to Memphians. We don't know your name and we don't sell anything.

- A. First of all, do you live in the City of Memphis or outside the City?
- B. Are you at least 18 years old?

Please tell me how you would grade the quality of the following **City services** during the past year. Your choices are: very good, good, not too good, and not good at all. If you don't know anything about the service please tell me.

- 1. The Memphis Zoo
- 2. The Pink Palace Museum
- 3. Memphis Botanic Garden
- 4. Mud Island River Park
- 5. Public golf courses
- 6. Public tennis courts
- 7. Large parks such as Overton and Audubon
- 8. Your neighborhood park
- 9. Adult athletic programs such as softball, volleyball, and basketball leagues
- 10. Youth athletic programs
- 11. Parks Department summer day camps for children
- 13. Liberty Bowl Memorial Stadium
- 14. Public swimming pools
- 15. Neighborhood community centers
- 16. Greenways and walking trails

Now I am going to read a list of **issues**. For each one, I want you to tell me if you think each issue is: not a problem, a slight problem, a somewhat serious problem, or a very serious problem in your neighborhood.

17. Litter on neighborhood streets
18. Dogs running loose
19. Drainage after rains
20. Maintenance of City alleys—if your neighborhood does not have alleys please let me know.
21. Inadequate street lights
22. Trash or weeds on vacant lots
23. Tires left on the street for more than two weeks
24. Abandoned cars or trucks in your neighborhood
25. Run-down houses
26. Pollution in rivers and creeks
27. Speeding on neighborhood streets
28. Gang activity in your neighborhood
29. Drug sales
30. Burglaries
31. Violent crimes
32. Guns in your neighborhood
33. Less serious property crimes such as larceny, theft, and motor vehicle theft

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34. In the past year, do you feel that the **crime rate** in your neighborhood has been increasing, decreasing, or staying the same?

Now I would like to read several statements about the **police department**. Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

- 35. Police are respectful to people in your neighborhood.
- 36. Police are quick in answering calls to your neighborhood.
- 37. Police do a good job preventing crime in your neighborhood.
- 38. The Police Department's Blue Crush Program assigns specific officers to high crime areas called hot spots. They do saturation patrols, work under cover, and investigate high risk offenders. Are you familiar with the Police Department's Blue Crush Program?

Yes No
- 39. IF yes—Have you been aware of Blue Crush officers working in your neighborhood during the last year?

Yes No
- 40. Have Blue Crush officers done a good job in reducing serious crime in your neighborhood?

Yes No
- 41. Have Blue Crush officers closed down places with drug sales in your neighborhood?

Yes No

Now I am going to ask you about the **fire department**. Again, please tell me if you strongly agree, agree, disagree, or strongly disagree with these statements:

- 42. The fire department crews are respectful to people in your neighborhood.
- 43. The fire department is quick in answering calls to your neighborhood.

Now I'm going to ask you about the **City ambulance** and paramedic services (EMS). Again, please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

- 44. The ambulance and paramedic crews are respectful to people in your neighborhood.
- 45. The ambulance and paramedic crews are quick in answering calls in your neighborhood.

Now I would like to read some statements about **garbage collection services**.

NOTE: ASK FOLLOWING QUESTIONS OF ALL RESPONDENTS

Please tell me if you strongly agree, agree, disagree, or strongly disagree with each statement.

- 46. Is your garbage collected by the City of Memphis employees or by a private company?
City of Memphis, Private Company
 - 47. The garbage collectors do not spill trash and garbage when emptying your cart.
 - 48. The garbage collectors consistently empty your cart on the scheduled collection day.
 - 40. The garbage collectors consistently empty the recyclables on the scheduled collection day.
 - 50. The garbage collectors pick up your curbside trash, such as limbs and appliances, within one week.
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Now I would like to read some statements about **street repair**. Again, please tell me if you strongly agree, agree, disagree, or strongly disagree with each of the following statement.

- 51. The City's expressways, such as I-240 and I-55, are well-maintained, and potholes are patched in a reasonable time.
- 52. The U.S. and State highways, such as Elvis Presley Blvd, Poplar Ave, Jackson Ave, Summer Ave, Lamar Ave, and Austin Peay Hwy are well-maintained, and potholes are patched in a reasonable time.
- 53. The major City streets, such as Frayser Blvd, Walnut Grove Rd, Park Ave, Millbranch, Mendenhall, White Station, and Yale Rd are well-maintained, and potholes are patched in a reasonable time.
- 54. The streets in your neighborhood are well-maintained, and potholes are patched in a reasonable time.
- 55. The street in front of your residence is well-maintained, and potholes are patched in a reasonable time.

Please grade the importance of each of the following City functions as it is related to improving the **overall quality of life** in Memphis. How important is it for Memphis City government to provide the following City functions? Your choices are: very important, important, not important.

- 56. Building new streets and roads
- 57. Repairing and patching potholes on existing streets
- 58. Providing fire protection
- 59. Cleaning public areas by sweeping streets, picking up litter, mowing vacant lots
- 60. Providing recreational programs and park facilities for children, adults, and seniors
- 61. Providing police protection against crime
- 62. Addressing environmental issues such as the quality of the air, rivers, and streams
- 63. Providing garbage collection services
- 64. Funding public learning groups such as the zoo, the museums, and the arts
- 65. Funding the public libraries
- 66. Funding the City school system
- 67. Communicating with citizens and responding to their request
- 68. Planning for and responding to natural disasters, terrorists and diseases
- 69. Reducing blight, revitalizing neighborhoods and providing affordable housing
- 70. Providing property tax breaks (called PILOTs) to businesses who would then create new jobs
- 71. Providing job training for unemployed and underemployed Memphians
- 72. Funding improvements to the Liberty Bowl Memorial Stadium and the Pyramid
- 73. Funding improvements for the Riverfront such as the boat landing, walkways, and sidewalk cafes

The next few items deal with **neighborhood issues**. For each item, please tell me how well the City is performing these tasks in your neighborhood. Respond **ONLY** if they are relevant to your neighborhood. Your choices are very good, good, not too good, not good at all, and not relevant.

- 74. Improving the condition of shopping areas in your neighborhood
 - 75. Improving the quality of rivers and streams in your neighborhood
 - 76. Helping your neighborhood organization
 - 77. Requiring property owners to maintain houses in your neighborhood
 - 78. Preserving historic housing and buildings in your neighborhood
 - 79. Improving apartment buildings and public housing in your neighborhood
 - 80. Maintaining the City sewer system in your neighborhood
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How would you grade the following services dealing with **health and safety**? Your choices are very good, good, not too good, and not good at all.

- 81. Health inspectors' grading of sanitation & cleanliness at Memphis area restaurants
 - 82. Controlling rats in your neighborhood
 - 83. Controlling mosquitoes in your neighborhood
 - 84. Providing health education and disease prevention literature
 - 85. Providing immunizations and immunization records
 - 86. Addressing the quality of the Memphis air
 - 87. Providing vital records such as birth and death certificates
 - 88. Providing quality health care at the Health Loop clinics, also called public clinics or the Health Department clinics
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How would you grade the **quality of the City library services**? Your choices are very good, good, not too good, and not good at all. If you don't know anything about the service, please tell me.

- 89. Availability of library materials
- 90. Availability of computers and internet services
- 91. Helpfulness of library staff
- 92. Overall quality of the main library
- 93. Overall quality of your local library branch

How would you grade **Memphis Light, Gas and Water (MLGW)** in each of these specific areas? Your choices are very good, good, not too good, and not good at all.

- 94. Quality of drinking water
 - 95. Cost of utilities
 - 96. Responding to gas and electric emergencies in your neighborhood
 - 97. Courtesy of field workers in your neighborhood
 - 98. Satisfaction with tree trimming around power lines in your neighborhood
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99. I would like to ask you about some specific services. In the past year, did you contact an office concerning the City's **solid waste management, garbage, trash services, or the recycling hotline**?

Yes No

100. Which office did you contact: Solid Waste Management, the Public Works Division, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

- 101. The office answered the phone professionally.
- 102. The office responded to your concern promptly.
- 103. The office was courteous and attentive.
- 104. The concern was solved as a result of the contact.

105. In the past year did you contact an office concerning **maintenance of city streets**?

Yes No

106. Which office did you contact: Public Works, The City Street Office, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

- 107. The office answered the phone professionally.
- 108. The office responded to your concern promptly.
- 109. The office was courteous and attentive.
- 110. The concern was solved as a result of the contact.

111. In the past year did you contact an office concerning **weeds and trash** on vacant lots?

Yes No

112. Which office did you contact: The Weed Office, General Services, Mayor's Citizen Service Center, City Council, or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements about the Weed Office:

113. The office answered the phone professionally.

114. The office responded to your concern promptly.

115. The office was courteous and attentive.

116. The concern was solved as a result of the contact.

117. In the past year did you contact an office concerning **abandoned vehicles** and junk cars?

Yes No

118. Which office did you contact: Code Enforcement, Satellite Code Enforcement, Mayor's Citizen Service Center, City Council, Division of Housing and Community Development (HCD), or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

119. The office answered the phone professionally.

120. The office responded to your concern promptly.

121. The office was courteous and attentive.

122. The concern was solved as a result of the contact.

123. In the past year did you contact an office concerning a problem with **rundown houses**?

Yes No

124. Which office did you contact: Code Enforcement, Satellite Code Enforcement, Health Department, Mayor's Citizen Service Center, City Council, Division of Housing and Community Development (HCD), or other?

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

125. The office answered the phone professionally.

126. The office responded to your concern promptly.

127. The office was courteous and attentive.

128. The concern was solved as a result of the contact.

129. In the past year, did you or anyone in your household contact the **Mayor's Citizen Service Center** for concerns OTHER THAN those mentioned above?

Yes No

130. Was the contact a phone call or the on-line support system?
Phone call, on-line support system or both

If Phone: Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

131. The office answered the phone professionally.

132. The office was courteous and attentive.

If Online: Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

133: The system was easy to use.

134: The system allowed me to accurately describe my concerns.

135. Overall, I was satisfied with the on-line system.

136. In the past year, did you or anyone in your household contact **MLGW**?

Yes No

Please tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements:

137. The office answered the phone professionally.

138. The office responded to your concern promptly.

139. The office was courteous and attentive.

140. The concern was resolved as a result of the contact.

141. In the past year, did you or anyone in your household call or **contact the Memphis police** because you were a victim of a crime, witness to a crime, or to report something suspicious?
- Yes No
142. Tell me whether you strongly agree, agree, disagree, or strongly disagree with the following statement. On this occasion, the overall performance of the police was good.
143. In the past year, did you or anyone in your household call or **contact the fire department**?
- Yes No
144. Tell me whether you strongly agree, agree, disagree, or strongly disagree with the following statement. On this occasion, the overall performance of the fire department was good.
145. In the past year did you or anyone in your household call or contact the City to request an **ambulance** or paramedics because of an emergency?
- Yes No
146. Tell me whether you strongly agree, agree, disagree, or strongly disagree with the following statement. On this occasion, the overall performance of the City ambulance crew and paramedics was good.
147. How satisfied are you with how the City keeps you **informed** about City government matters that affect you? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied?
148. The City of Memphis administers a program called the Memphis Sexual Assault Resource Center, which provides comprehensive services to victims of sexual assault and their families—such as forensic rape examinations, counseling, advocacy, and community education. Please tell me how familiar you are with this program, are you very familiar, somewhat familiar, slightly familiar, or have not heard of the program.
149. Now I would like to ask a broader question about services. In general, are you very satisfied, satisfied, dissatisfied, or very dissatisfied, with the **overall services** provided by the City of Memphis?
150. In general, how would you rate Memphis as a **place to live**? Are you very satisfied, satisfied, dissatisfied, or very dissatisfied with Memphis as a place to live?
151. One year from now, do you think **your neighborhood** will be a better place to live, about the same, or a worse place to live?

Before we finish, I need some general information about your background.

152. How would you describe your **race**? (Caucasian, African-American, Hispanic, Asian, or none of these)

153. I don't need your name, but may I please have your home **zip code**?

Thank you very much. Your time, patience, and participation are greatly appreciated. You have made an important contribution to our City.